

I am the supervisor of a state-wide public deaf mental health program. We are starting to have consumers call in to the crisis lines and hot lines using TRS and VRS. However, we are not able to trace these calls (as we can with hearing consumers who call these lines) in the event of a suicidal/homicidal threat.

The net result is that deaf consumers do not have the same access to life saving resources that a hearing consumer would have in the same situation.

I am requesting that the rules be amended to require that providers of TRS/VRS be required to provide the same information to recognized crisis lines/hotlines as the phone companies are required to provide when appropriately requested.